

Pacific Paradise State School  
P&C Association



# Family Handbook

## PARADISE KIDS CLUB

14-24 Menzies Drive, Pacific Paradise, QLD 4564

### Contact Details:

Paradise Kids Club Coordinator: Sumalee Black

Contact Number: **0420 590 231**

Email: [paradisekidsclub1@gmail.com](mailto:paradisekidsclub1@gmail.com)

**Please contact us via our mobile phone, it is best to text and we will reply in a timely manner.**

P&C Operations Manager: Rebecca Statham

Telephone: 5457 2333 Mobile: 0447 331 447

Email: [ppss.pc.operations@gmail.com](mailto:ppss.pc.operations@gmail.com)

Accounts: Lynsey Beresford – 0420 590 231

Email: [pkcck1@gmail.com](mailto:pkcck1@gmail.com)

### Provider Numbers:

Before School Care: 1-H6NX15

After School Care: 1-H6NWWY

Vacation Care: 1-H6NX51

### Hours of Operation:

Before School Care 6:30am – 8:40am

After School Care 2:50pm - 6:00pm

Vacation Care & Pupil Free Days 6:30am - 6:00pm

Public Holidays Closed

### Paradise Kids Club Educators

#### **Name:**

Sumalee Black

#### **Position:**

**Nominated Supervisor  
Responsible Person  
Educational Leader**

#### **Qualification:**

Cert 3 Education Support  
Diploma in School Aged Children  
Education and Care  
First Aid – CPR – Asthma – Anaphylaxis  
Mental Illness

Lynsey Beresford

**Educator  
Responsible Person  
Accounts**

Diploma in Business & Administration  
Studying Diploma School Age  
Education and Care  
First Aid – CPR – Asthma - Anaphylaxis

Aleesha Daniels

**Responsible Person  
Educator**

Cert 4 Education Support  
Studying Diploma Of Early childhood  
Education  
First Aid – CPR – Asthma - Anaphylaxis

Jessie Hedley

**Responsible Person  
Educator**

Bachelor of Education P-12  
First Aid – CPR – Asthma - Anaphylaxis  
Studying Bachelor of Primary  
Education

Kyle Stevens

**Educator**

First Aid – CPR – Asthma - Anaphylaxis  
Cert 3 Education Support  
Studying Diploma in School Age  
Education and Care

Nicole Henricks

**Responsible Person  
Educator**

First Aid – CPR  
Cert 3 Education Support  
First Aid – CPR – Asthma - Anaphylaxis  
Bachelor of Education

Julie Austin

**Educator**

First Aid

Jumjuree Ryan

**Educator**

### **Our Educators have current training in:**

- Guiding Children's Behaviours
- Child Protection
- Emergency Evacuation and Fire
- Food Safety and Handling
- Workplace Health and Safety

### **Pacific Paradise State School P&C Association Management Committee:**

President: Cilla Kambona

Secretary: Dominique Brehaut

Treasurer: Caron Oakley

Operations Manager: Rebecca Statham

The Management Committee can be contacted on 5457 2333 or by emailing  
ppss.pc.president@gmail.com.

### **Fees and Charges**

Before School Care (includes breakfast)	from <b>\$18.00</b> – 6:30 am -8:40am
Before School Care (no Breakfast)	from <b>\$ 8.00</b> - 7:45am – 8:40am
After School Care (includes afternoon tea):	from <b>\$28.00</b> – 2:50pm-6:00pm
Vacation Care & Pupil Free Day	from <b>\$50.00</b> – 6:45-6:00pm
Vacation Care Half Day (6:30 – 12:15pm)	from <b>\$30.00</b>
Vacation Care Half Day (12:30 – 6:00pm)	

Additional fees are charged for excursions and special visitors. See program for details.

Fees are charged per session, there are no hourly fees. Fees and charges are reviewed annually. It is the family's responsibility to register with Centrelink to receive Government Assistance towards their fees (CCS). All enquiries regarding payment of fees should be directed to the Coordinator or P&C Operations Manager.

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**Poisons Information Centre-----131126**

## 1.1 Our Philosophy

*We would like to respectfully acknowledge the Gubbi Gubbi, Kabi Kabi people, the Traditional owners of the land which our Service was built on. We would like to thank you for sharing your beautiful land with us. (written by the children and educators of PKC)*

### **Mission Statement**

Our Paradise Kids Club Family creates a bond with one another through warm trusting relationships.

For Paradise Kids Club OSHC, this looks like happiness, feels like a safe home and sounds like laughter. The PKC Family is the place to be me. Our Family at PKC encourages play, music, culture involvement, sport and the space to create and be ourselves.

### **Philosophy**

#### **Children:**

- We believe that every child is an individual with individual needs, abilities, interests and family back grounds that are respected and valued.
- We celebrate the children's personal goals and achievements with meaningful praise for their efforts.
- We share each other's stories, interests and experiences to encourage ongoing learning and take a genuine interest in each child's world. Open conversation is encouraged to ensure children feel safe and secure with a strong sense of belonging at PKC.
- We empower the children to self- regulate and manage conflict situations through positive communication methods.
- We welcome and support children with additional needs, with an inclusive and collaborative approach alongside support services and families.
- We encourage children to be creative, use their imaginations and support and nurture their learning through play.

#### **Educators:**

- Our educators care and enjoy engaging with our children throughout all aspects of our Service.
- Our educator's role model positive practices to all.
- We encourage our educator's growth to support their practices within our Service and are committed to offering ongoing training and development.
- Our educators are committed to ongoing reflection and improvement in all aspects of PKC operations and there is a mutual respect to deliver a positive, calm, fun and respectful environment.
- "As educators we facilitate children's interests and guide and mentor children's learning to create an environment where children can bring up issues that matter to them, including issues related to unfairness and equity." (Pelo, 2006)

#### **Family and Community:**

- We create opportunities for family and community engagement for programming, improvement and growth and value feedback from all stakeholders.
- We respect our families and their diverse backgrounds and lifestyles.
- We participate in community events for our Service and offer support for children and their families.
- We work collaboratively with our children, families, school and community through conversation, surveys and feedback.
- We encourage conversation and engagement with our children and families of our Service.

#### **Program & Environments:**

- Our engagement with children is intentional and our program promotes fun learning experiences and activities for everyday life, additional knowledge and involvement.
- We provide space with resources for children's agency to learn through play, experiment, have freedom and choice of experiences.
- At PKC the space we provide is a safe, secure, nurturing environment for all children regardless of gender, religion, race or socio-economic backgrounds.
- We respect each other.
- We encourage our families to participate in our program.
- We incorporate learning in our program to acknowledge the traditional owners of the land and the Aboriginal and Torres Strait Islander culture.
- We support sustainable practices and teach our children how to 'reduce reuse recycle' and share information with families to care for our environment.

We strive to embed the principles and practices of "My Time Our Place" within our daily programs and routines to encourage positive outcomes for our children's engagement and all aspects of learning opportunities. Our play- based

## 1.2 Our Goals

We have a number of goals on which our Service is based. They are:

- For each individual child to develop an understanding of themselves and others
- For each child to develop emotionally, socially, physically, culturally and cognitively
- For each child to grow in independence, confidence and responsibilities
- For children to participate in independent learning through self selecting activities, enabling them to develop skills and knowledge appropriate to their developmental age and stage
- For each child to feel as though they are participating in, and part of, a team which is PPSS OSHC
- For each child to develop an active and positive approach to life, encouraging them to reach achievable goals in a safe and secure environment
- For Educators, children and families to develop a relationship based on trust and respect
- To reflect a diverse multicultural perspective and show acceptance of all people as equal
- To provide a program which responds to individual as well as group needs and interests
- To provide an environment where families have the opportunity to contribute in the decisions and operations of the Service
- To provide opportunities for information, advice and support for families, fostering a sense of community and mutual support
- To regularly reflect on and re-evaluate all issues relevant to the operation of PPSS OSHC operations, in open discussion with all stakeholders, in order to ensure a continuing standard of high-quality care.

## 1.3 Approved Provider Details

Pacific Paradise State School Parents & Citizens Association is the Approved Provider of Paradise Kids Club.

This Service is Approved under the Education and Care Services National Law and Regulations and must comply with the Law and Regulations including the requirements about activities, experiences and programs, the number of Educators and children, and Educators qualifications.

The Service is operated under guidelines contained in the Funding Agreement, the Child Care Service Handbook and a Policy and Procedures Manual which are available for perusal.

Parent participation and children's input into the program and service delivered are both welcome and encouraged. We advocate and seek user comment on any proposals that will affect the care your child/ren receives. You are encouraged to comment on such proposals.

Parents with a grievance regarding the service provided are asked to contact the Coordinator or P&C Operations Manager. This may be done through the Service or the School Office. Please feel comfortable in raising your concerns. These are important to us and will be followed up immediately. The Service is required to comply with the National Quality Framework and Standards in implementing and developing a system of quality assurance. Feedback from families, children, Educators and management

is integral to this system to ensure that we provide the best care and service. Regular evaluation of the Service is conducted by surveys of both parents, children, educators and management. Please be part of these surveys and be honest in your answers so that we may better meet your needs. Participation is encouraged throughout all aspects of the association and this Service.

## 1.4 Policies and Procedures

Paradise Kids Club has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our Service.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. A full copy of our Policies and Procedures is available on request from the Coordinator.

Details in this manual are correct at the time of printing. Policies and Procedures are subject to change.

## 1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child is to attend the Service. A meeting will take place on enrolment of your child. This is a fantastic opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Parent Handbook detailing selected policies and conditions of enrolment. You will be given a tour of the Service and be an orientation on basic operations such as staffing, programming, routine, communication, environments etc.

Information will be required from the parent/guardian. Refer to the **Enrolment Policy** for details. If your child has additional needs, a meeting will take place between relevant parties (e.g. Parents/Guardians; Coordinator; occupational therapist; teacher) before the child commences. Issues discussed will be:

- level of support the child requires;
- duration of support;
- necessary training of Educators and volunteers;
- the safety of all children enrolled;
- environmental factors;
- sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedure will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

**See Enrolment Policy & Communication with Parents Policy.**

## 1.6 How we communicate with Families

We have several ways we communicate with you as a family. These include the school's newsletter, P&C Association Noticeboards, our message board at the entrance and a Paradise Kids Club newsletter, which is produced once a term. Posters and brochures are available throughout the Service

and at the Parents/Guardians Information Table, relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups.

We will email parents information and will be using an Invitation Only Facebook page to keep parents up to date with changes to National Quality Framework and our Service. Look for Paradise Kids Club on Facebook. This is for families enrolled with Paradise Kids Club only.

Your feedback is important to us. We have several surveys throughout the year and provide a suggestion box, parent communication book and confidential grievance procedure for all Service users.

Information on the National Quality Standards is available at the Parents/Guardians Information Table and updated regularly.

**See Communication Policy.**

## 1.7 Respect for Children

The best interests of the child are our number one concern at Paradise Kids Club. Our Service endeavours to provide care that always respects the child's dignity and privacy and that considers children as unique and valued individuals. Children are to be considered, and as far as possible, involved in the ongoing development of the program, helping establish rules of behaviour and the physical and aesthetic environment of the Service.

**See Respect for Children Policy.**

## 1.8 Child Protection

This Service regards the protection of children in its care as of the utmost importance. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All Educators have been made aware of the Child Protection Policy and the Mandatory Reporting of Child Abuse Policy of the Service through induction and annual training procedures.

**See Child Protection Policy.**

## 1.9 Photos

On occasion your child may be photographed participating within the day to day activities we provide at Paradise Kids Club. These photos may be used **within** the Service on walls etc as part of our programming process. The children take great pride in having their activities documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the Service, parents will be consulted and be required to give written permission.

## 1.10 Priority of Access and Non-Discriminatory Access

This Service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children aged from Prep to Grade 6. We are unable to provide care to early high school age children if we have places available and if these children abide by Service Policy and Procedures.

*“Priority of access — prioritising vacancies*

*There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place. However, as vacancies in a service arise, providers are asked to consider prioritising children who are:*

- *at risk of serious abuse or neglect*
- *a child of a sole parent who satisfies, or parents who both satisfy the activity test through paid employment.*

*This reflects the Australian Government's intention to help families who are most in need and support the safety and wellbeing of children at risk in accordance with the Framework for Protecting Australia's Children 2009—2020.”*



## 1.11 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the Service as outlined in the **Information Handling (Privacy and Confidentiality) Policy**. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Coordinator about accessing these records.

## 1.12 Parent Code of Conduct

Educators are available for parents to speak briefly to at all times when the Service is open. Longer more confidential appointments can be made to speak with the Coordinator. If you wish to speak to someone other than the Coordinator you can follow the **Complaints Handling Policy** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the Service in a suitable manner. In the interests of the children, parents and Educators the following policy will apply:

- **There will be no swearing or raised voices**
- **Educators have the right to ask a person to leave the premises if they feel intimidated in any way**
- **Police will be called if person does not respond to a request to leave the premises**

## 1.13 Staffing

All Educator qualifications and child/staff ratios are in accordance with, or better than, the guidelines set out in the National Law and Regulations. Children are always actively supervised to ensure that they are protected from harm:

At the Service (under normal circumstances) 1 Educator for every 15 children

On excursions and during water activities risk assessments determine the ratio.

Ratios may change to suit individual excursions, children's ages and abilities. The Management of the Service supports in-service professional development for all members Educators and believes that it should continue throughout each staff member's career. All our Educators have First Aid qualifications and have a wide variety of experience in School Aged Care, recreational, sporting and childcare settings. Educator employment and training procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service's Child Protection Policy. All Educators hold a current *Suitability Card for Child Related Employment*, issued by the Commission for Children and Young People.

**Refer Staff Policies and Staffing Ratios Policy.**

## 1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints, praise or suggestions, please speak to the Coordinator. If this is not satisfactory, please contact our P&C Operations Manager who will handle your issue/information or direct you to the P&C management committee. Contacts for Coordinator, P&C Operations Manager and Management Committee are at the front of this handbook.

Should you require to contact the Office for Early Education and Care for information or to discuss a concern please contact the Child Care Information Service on 1800 637 711.

The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the Suggestion Box and Parent Communication Book at the Parents/Guardians Information Table, P&C mailbox in the office foyer, at the monthly P&C meetings or via our regular surveys. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide.

**Refer Complaints Handling Policy.**

### 2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised person. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Sample signatures shall be required from all such authorised persons. In emergencies verbal permission by you shall be given over the phone before children are released. If you require your child to attend activities within the school grounds, written authority must be given. **Educators will not be available to escort children to these activities due to staffing ratios.** Parents should consider this when enrolling children in these activities. The Educator will not permit children to leave the Service unaccompanied unless they have a written authorisation detailing time of departure and indicating a release of Duty of Care. If children who are booked into the Service for care have not arrived within ten minutes of expected arrival, an Educator will call through to the child's teacher and check with the office staff. If the child is still not located, the parent/guardian will be contacted on the numbers provided.

**For this reason, it is imperative that you keep your information up to date at all times, particularly your mobile phone number.**

***Refer Arrivals and Departures Policy.***

### 2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the Service on 0420 590 231. **If your child is not collected on time, a late fee of \$20.00 will be charged for all or part of the first 10 minutes, with a further \$2 payable every minute thereafter.** The correct time will be recorded on the sign out sheet (if necessary, the time will be confirmed by calling 1902 212 582 Time Information service). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will contact the police to collect children who are still at the Service.

***Refer Arrivals and Departures Policy.***

### 2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the educator will assess the situation immediately and will call a parent/guardian first and then the police as quickly as reasonably possible.

***Refer Arrivals and Departures Policy.***

### 2.4 Child Code of Conduct

As part of our commitment to quality care for the children at our centre, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within "their" space and are displayed prominently throughout the Service.

- We will walk inside
- We will always respect ourselves and others
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will open our eyes to new things and give them a go!

- We will stay where we can see educators (and they can always see us)
- We have the right to feel safe
- We say no to bullying

## 2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

**Whilst every care will be taken to prevent a child being taken by an unauthorized person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.**

***See Arrivals and Departures Policy.***

## 2.6 Safety

Evacuation plans are situated in the entrance area on the Parents/Guardians Information Table. We ask all parents, Educators and children to familiarise themselves with the procedures. Fire, evacuation and lock down drills are practiced regularly. Should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/lock down procedure. All Service fire fighting equipment is serviced regularly.

***Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment Policy.***

## 2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children.

Educators observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that is well-maintained, clean and safe for children's use.

Children and Educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 50+), which is reapplied according to the manufacturer's recommendations.

Pacific Paradise State School and Paradise Kids Club is a smoke free environment.

***Refer Health and Wellbeing Policies.***

## 2.8 Illness and Injury

The Service actively strives to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be considered in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and Educators as well as your child. Depending on the illness, re-inclusion of your

child will be considered after consultation with and recommendation from appropriate health agencies such as your GP or the Department of Health. A medical clearance is required to attend the Service.

The Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called, and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly.

In the case of a minor injury or illness, a Educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with the Educator to verify that you have been advised of the incident.

***Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.***

## 2.9 Medication

In the case of your child/children requiring medication whilst in our care, A Medication form completed by the parent/guardian is required. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES.

**If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered.**

Separate Emergency action plans and risk minimisation forms are required for all children with life threatening medical conditions including Asthma, Anaphylaxis and Diabetes. If your child is able to self-administer their asthma medication, the Centre must have a note signed by the parent stating this. All medication will be administered by the Coordinator or educator nominated by the Coordinator and will be recorded in a Medication Register which will be signed off by another witness. Children who become ill at the Service will be provided a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

***Refer Health and Wellbeing Policies.***

## 2.10 Daily Routines

### **Before School Care**

A variety of activities will be offered daily as well as an opportunity to complete homework.

### **After School Care**

Children are signed in by an educator immediately after school. A **light**, nutritious snack will be served for afternoon tea. A variety of structured activities such as cooking, craft, sports and music are offered daily, with children free to pursue their own interests. Opportunities to complete homework and unstructured play are also available to all children.

### **Vacation Care**

During Vacation Care a full program involving many activities is offered, including a weekly excursion or visit by a special guest. Morning tea, lunch and afternoon tea are not provided during Vacation Care unless specified in the program.

## 2.11 Homework

The Service endeavours to provide adequate time, quiet space and supervision by Educators to enable children to do their homework if they wish. Whilst we support the children in their homework and help them as required, there are times when the level of activity and noise at the Centre precludes the optimum environment for concentration. Additionally, children who refuse to do homework shall not be repeatedly asked. Parents will be advised of this to address the situation with their children. A home work book is kept at the Parents/Guardians Information Table if you require your child to participate in homework. Whilst we support the children in homework, we do not take responsibility for signing off on work.

***Refer Homework Policy.***

## 2.12 Afternoon Tea

Nutritious and well-balanced snacks are provided for afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavour to expose the children to cuisine from a variety of cultures. Water is always available to children.

**Please remember to inform the Service if your child has any food allergies or has a special dietary requirement (including religious or cultural).** Our weekly menu is displayed on the front entry door. Detailed information about our ***Nutrition Policy*** is available in our Policies and Procedures Manual, located in the foyer of the Service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Coordinator.

All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

## 2.13 Behaviour Management

The aim of Paradise Kids Club is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for frustration and/or conflict. We believe that children require pro-active guidance as to what to do, instead of what **not** to do. Therefore, we endeavour to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be redirected to complete a reflection sheet or redirected to another area of play. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, Coordinator and Management Committee. A written report will be discussed with the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service.

The Service's Rules of Behaviour have been developed in consultation with the children and educators.  
***Refer Behaviour Support and Management Policy.***

## 2.14 Damage to Equipment or Facilities

As part of everyday experiences involving children, we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

## 2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the Service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the Service operations and programs. If individual child observations are required, parents will be informed, and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our Service are required to operate within our philosophy and policies. All volunteers require a *Working with Children Check (Blue Card)*. Please see Section 4 of this Handbook for the contact details for the Commission for Children and Young People.

***Refer Volunteers Policy.***

## 2.16 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained, and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date of the excursion
- Proposed destination and address
- Expected times of departure and return
- Method of transport used
- Activities to be undertaken
- The required child/staff ratio required
- Names of the persons who are in charge

Children are required to have closed in shoes for ALL excursions. Children MUST bring a water bottle. Children MUST wear a broad brimmed hat and sunscreen at all times during outdoor activities. Please check the Vacation Care program for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

**All excursions incur an additional fee, specified on the Vacation Care program.**

***Refer Excursion Policy.***

## 2.17 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained, and parent permission will be obtained before a child travels on any type of transport. All buses used by the Service have seat belts fitted.

***Refer Transport for Excursion Policy.***

## 2.18 Clothing

During After School Care children will be dressed in school uniform. During Vacation Care we ask that children wear comfortable, washable clothing which will enable them to fully participate in all activities. Clothing often gets dirty during sport or craft activities, so a change of clothing is recommended, and special items are best left at home.

Children are always required to wear closed in shoes and a broad brimmed hat when playing outside. Appropriate clothing and footwear should be worn on excursions when there will inevitably be exposure to the sun for short periods of time and unknown elements underfoot.

***Refer Preventative Health and Well Being Policy.***

## 2.19 Babysitting

The Service does not encourage or endorse educators and parents entering into private babysitting arrangements outside of Service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

## 2.20 Programming

A variety of supervised activities will be programmed for each day of Before School, After School and Vacation Care (e.g. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly throughout the term can be used as a means to convey parent's and children's thoughts and input into the program. The weekly program is permanently posted on the Parents/Guardians Information Table.

In order to ensure that the programs are effectively delivering the values, aims and objectives of the Service, the Service regularly evaluates the structure, process and content of its programs. Programs are created using the My Time Our Place framework. Parental and child feedback is actively sought via the suggestion box, parent communication book and surveys.

***Refer Program Policy.***

## 2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the Service. All personal property and belongings shall be clearly named or labelled. Personal Camera's, Phones and electronic equipment are not permitted. The Service shall not take responsibility for any of the children's personal property or belongings but will endeavour to; actively encourage children to care for their belongings; remind children when belongings need to be placed in storage e.g. Lunch box into bag.

Throughout special program times i.e. Vacation Care or Pupil Free days, the children may (on occasion) be able to bring with them personal belongings other than day to day necessities e.g. games and toys. This shall be done solely at the discretion and responsibility of the family. No responsibility shall be taken whatsoever for any items brought to the Service which become lost or damaged as a result.

## Section

# 3

# Payment for Care

## 3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is outlined in the front of this Family Handbook. The Management Committee will set fees based on the annual budget (***see Service Policy***) required for the provision of high-quality school aged care that is in keeping with our Philosophy, Goals and Service Policies and Procedures. Parents will be notified in advance of any changes to fees.

Fees for our Service are to be paid fortnightly by direct debit or through the Centrelink Centrepay Scheme. A \$14.95 debit success dishonoured payment fee will apply to all missed payments.

Exclusion from Service will be applicable due to ongoing declined payments. Accounts not paid in full will be referred to the debt collection agency.

Should you need to discuss alternative payment arrangements please contact the Coordinator or Accounts.

### **Refer Fees Policy**

## **3.2 Childcare Subsidy (CCS)**

Childcare Subsidy is a payment made to families to assist with the costs of childcare. Australian residents using childcare provided by approved childcare service may receive Childcare Subsidy. CCS is based on an income assessment and activity test. This can be applied for through My Gov and Centrelink. All childcare details are confidential. It is the parent's responsibility to apply for CCS, link your family to this Service and approve your enrolment attendances on My Gov.

**Parental failure to liaise with Centrelink regarding CCS entitlements will result in the application of full fees until the Service has received CCS entitlement details.**

## **3.3 Bookings**

At Paradise Kids Club we attempt to cater to all families regarding days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict the days that care will be needed, and we will try to accommodate them, but due to our license restrictions, there may be some days when we will have to refuse bookings.

**Bookings are encouraged to be made by 5pm the day before for Before/After School Care. Vacation care bookings must be made by Wed 5pm on the last week of term to receive the discounted rate.**

**Bookings for Vacation care will not be accepted if there are any declined direct debits for before/after school care fees which remain outstanding.**

## **3.4 Attendance**

Please notify the Coordinator promptly if your child/ren will not be attending on a particular day.

This ensure educators are not spending time looking for lost children who were booked in and are absent. Please do not ring the office to cancel children as they do not know who we have attending ASC and are too busy to pass on messages. Please leave a message on 0420 590 231 which will be retrieved by the Coordinator in the afternoon.

**Cancellations for Before and After School Care must be made 48 hours prior.**

**Cancellations for Vacation Care must be received by 5pm the Wednesday before the end of term or the date advised by the Coordinator. Please note all cancellations will incur the usual daily fee.**

As you can understand we need to roster educators in advance according to the number of bookings received.

**If notice is not given Allowable or Approved Absences will be used and fees will apply.**

## **3.5 Allowable Absences**

Families receiving Childcare Subsidy are allowed 42 days per calendar year, per child, for "allowable absences." Allowable absence days can be taken for any reason. Once the 42 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are "approved absence days".



### 3.6 Approved Absences

Childcare Subsidy is also payable for absences taken for the following reasons:

- illness (with a medical certificate)
- rostered days off
- rotating shift work
- temporary closure of school or pupil-free days
- periods of local emergency
- court ordered shared custody

Absences taken for the above reasons are called 'approved absence days'. There is no limit on the number of approved absence days a child's family can claim provided they are taken for the specified reasons. Copies of paperwork will be retained by Service.

## Section 4 Important Contact Numbers

### Centre Contacts

#### Paradise Kids Club

Mobile: **0420 590 231**  
Email: [paradisekidsclub1@gmail.com](mailto:paradisekidsclub1@gmail.com)  
Facebook: Paradise Kids Club

#### Pacific Paradise State School P&C Operations Manager

Mobile: **0447 331 447**  
Email: [ppss.pc.operations@gmail.com](mailto:ppss.pc.operations@gmail.com)

### Emergency Numbers

Police	000
Ambulance	000
Fire Station	000
Poisons Information Centre	13 11 26
Sunshine Coast University Hospital	5202 0000

### Government Departments

Centrelink	13 24 68
The Office of Early Childhood Education & Care	1800 637 711